

South Reddish Medical Centre (Dr Geeta Gupta)

Inspection report

South Reddish Medical Centre
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Stockport

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at South Reddish Medical Centre (Dr Geeta Gupta) on 29 January 2019 as part of our inspection programme.

At the last inspection published in October 2015 we rated the practice as good overall.

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information from the provider, patients, the public and other organisations.

The practice is rated as **good** overall. We rated the practice as good for providing, safe, effective, caring, responsive and well-led services.

This means that:

- People who used the service were protected from avoidable harm and abuse.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients' needs were met by the way in which services were organised and delivered.

- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

There were areas where the provider **should** make improvements:

- Review and update their recruitment policy and procedure.
- Review internal building access.
- Review its patient participation group.
- Review the approach to coding of minor illness and other potentially relevant information.
- Review and update the practice whistleblowing policy.

We saw one area of outstanding practice including:

- The practice had developed templates and information in easy read format and "one stop shop" appointments for patients with learning disabilities.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a CQC observer.

Background to Dr Geeta Gupta

South Reddish Medical Centre (Dr Geeta Gupta) is part of the NHS Stockport Clinical Commissioning Group (CCG). Services are provided under a personal medical service (PMS) contract with NHS England. The practice had approximately 3,500 patients on its register. South Reddish Medical Centre provides services from a purpose-built building at Reddish Road, Reddish, Stockport SK5 7QU. The practice provides a full range of services including GP appointments, nurse led health screening clinics and baby clinics.

Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The percentage of the population with a longstanding health condition is lower than the local and national averages at 47% as compared with 54% and 51% respectively. The practice's unemployed patient population was higher, 4.9% compared with the CCG average of 2.9% and the England average 4.3%. The patient numbers in the younger age groups were higher than both the CCG and England averages. For example, 6.1% of the patient population was aged 0-4 years (CCG and England average 5.6%).

The practice has one lead and three salaried GPs (two female and two male). The practice employs a practice manager, an advanced nurse practitioner, a practice nurse, and an assistant practitioner. In addition, the practice employs a team of secretarial, reception and administrative staff.

South Reddish Medical Centre is open Monday 8am to 6.30pm, Tuesday 8am to 7.30pm, Wednesday 8am to 6.30pm, Thursday 7.30am to 6.30pm and Friday 8am to 6.30pm. Appointments are available on Saturday mornings between 8am and 10am with either a GP or a nurse. Patients may also book appointments at other local practices at weekends via the Stockport GP federation.

Patients are asked to contact NHS 111 for Out of Hours services.

The practice provides the following regulated activities: treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures and maternity and midwifery services.